

MISSISSIPPI

2009

State of Mississippi
Department of Information
Technology Services
Annual Report

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ITS 2009 ANNUAL REPORT

Contents

| | |
|---|-----------|
| Introduction..... | 1 |
| ITS Vision..... | 2 |
| ITS Mission Statement..... | 2 |
| ITS Core Beliefs | 2 |
| Organizational Chart..... | 3 |
| Strategic Master Plan Activities | 4 |
| Data Services (DS)..... | 4 |
| Education Services (ES) | 5 |
| Information Systems Services (ISS) | 6 |
| Strategic Services (SS)..... | 9 |
| Telecommunications Services (TS) | 10 |
| Mississippi.gov | 11 |
| Summary Statistics | 12 |
| Data Services (DS)..... | 12 |
| Education Services (ES) | 12 |
| Information Systems Services (ISS) | 12 |
| Strategic Services (SS)..... | 13 |
| Telecommunications Services (TS) | 13 |
| Mississippi.gov | 14 |
| Organizations, Councils, Services, and Committees..... | 15 |
| Travel | 20 |
| Total In-State Travel | 21 |
| Total Out-Of-State Travel..... | 23 |
| ITS Contact Information..... | 25 |

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ITS 2009 ANNUAL REPORT

Introduction

The Mississippi Department of Information Technology Services (ITS) is responsible for the establishment of policy and future direction and for providing the computing and telecommunications infrastructure for all information systems technologies within state government. Charges for services to various customer agencies, institutions, and governing authorities fund ITS activities. These charges are established through an annual federal cost allocation plan.

ITS is composed of five service areas, an internal services division, and a governing board (see Organizational Chart on Page 3). The ITS Board is made up of two distinct components. First, there are five lay members who are appointed by the Governor and confirmed by the Senate and serve five-year, staggered terms. Second, there are two non-voting legislative advisors representing each house and are appointed by the Lieutenant Governor and the Speaker of the House.

This report reflects the continuing evolution of ITS mission and the activities conducted by this organization for the Fiscal Year 2009 (July 2008 - June 2009).

ITS 2009 ANNUAL REPORT

ITS Vision

ITS is the catalyst for effective planning, deployment, and operation of innovative information technologies for Mississippi State Government. ITS forms dynamic partnerships with our customers and the private sector to optimize the use of available resources for enhanced delivery of government services.

ITS Mission Statement

The Mississippi Department of Information Technology Services (ITS) provides statewide leadership and services that facilitate cost-effective information processing and telecommunications solutions for agencies and institutions.

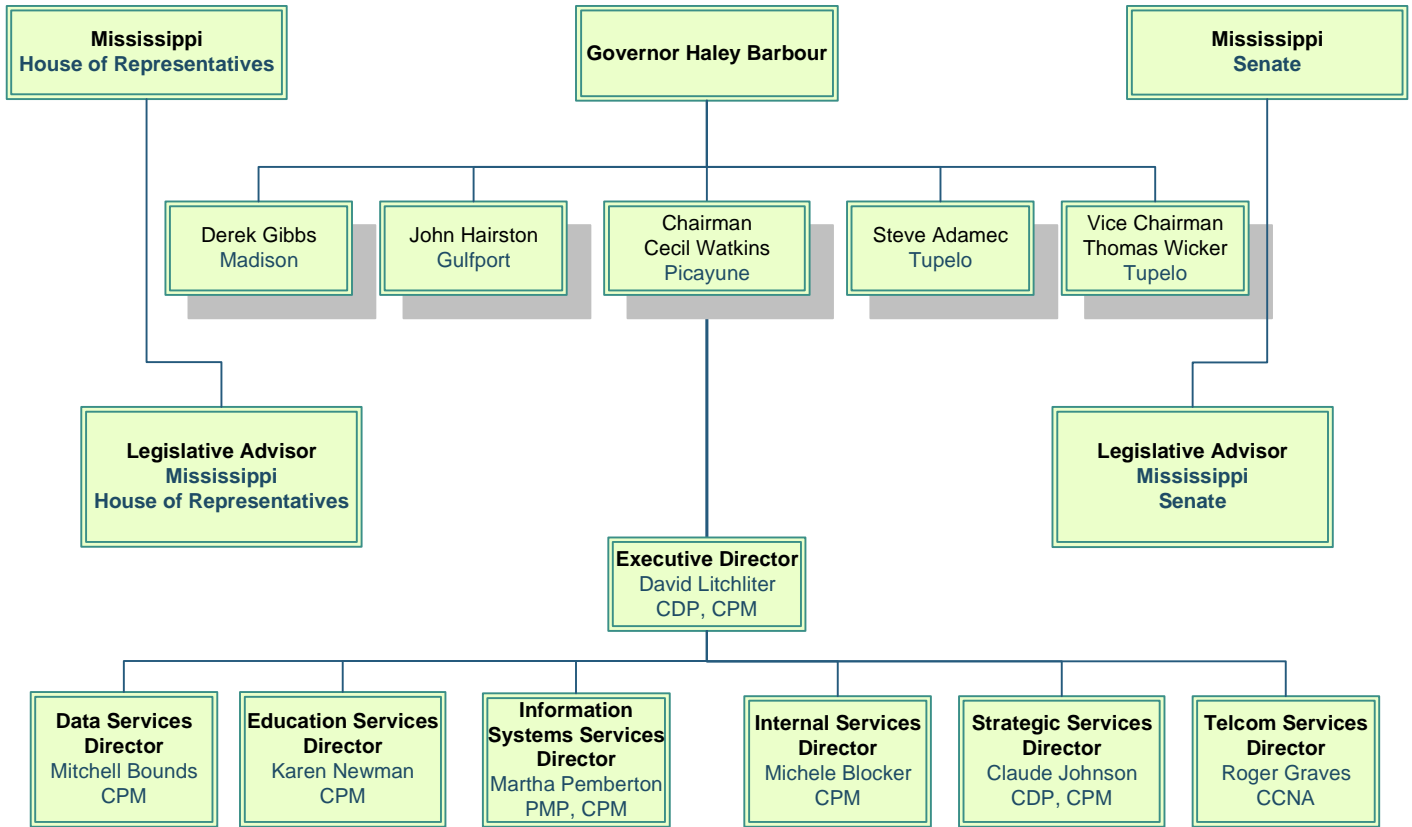
We strive to be:

- ❖ Service Oriented - Partnering with our customers to use information technology to achieve their business goals
- ❖ Technology Leaders - Working with agencies and institutions to explore emerging technologies and to set policies, standards, and guidelines
- ❖ Facilitators - Communicating effectively with customers, on both an executive and technical level, to identify potential opportunities for information technology in the state
- ❖ Resource Providers - Providing the infrastructure resources to support information technology

ITS Core Beliefs

- ❖ We believe in utilizing collaborative partnerships with customers and vendors to promote an environment of continuous improvement of government services
- ❖ We believe we must communicate openly and honestly with our customers, vendors, and peers
- ❖ We believe we must understand and contribute to the achievement of the ITS vision
- ❖ We believe that the employees of ITS are our greatest assets and must be empowered to make well-informed decisions
- ❖ We believe we must provide high-quality service that meets or exceeds our customers' expectations

Organizational Chart



Strategic Master Plan Activities

Each year, ITS publishes the *State of Mississippi Strategic Master Plan for Information Technology* and the *State of Mississippi Technology Infrastructure and Architecture Plan*. Both documents are used by various state entities to assist in planning future technology endeavors. The *Master Plan* outlines technology initiatives and the three-year direction for the state, while the *Infrastructure and Architecture Plan*, from an enterprise technology asset perspective, outlines similar initiatives in a two-year timeframe. The following fiscal year 2009 divisional accomplishments, in combination with those plans, empower ITS to better serve state agencies, institutions, and governing authorities.

Data Services (DS)

- ❖ Upgraded physical security system including card access and cameras
- ❖ Continued work with the Department of Finance and Administration's (DFA) Bureau of Building, Grounds and Real Property Management for the development of a new State Data Center
- ❖ Tested disaster recovery plan at IBM Business Recovery Services Center including mainframe and open systems areas
- ❖ Purchased new mainframe and open systems storage
- ❖ Added 2 additional high-capacity tape drives
- ❖ Replaced 8 end of life (EOL) 9840A drives with 8 used 9840B drives as a prelude to implementation of a new tape library
- ❖ Upgraded portal infrastructure hardware
- ❖ Expanded Personal Information Management (PIM) support for email
- ❖ Enhanced virtualization software and blade technology to consolidate hardware and software in the Microsoft Windows and Linux applications hosting environment
- ❖ Continued implementation of Information Technology Infrastructure Library (ITIL) best practices in conjunction with implementation of Computer Associates (CA) Service Desk
- ❖ Upgraded virtualization for z/VM and Linux on the mainframe
- ❖ Implemented application serving environment on the mainframe
- ❖ Implemented IBM Portal and Process Server on the mainframe
- ❖ Initiated development of data center migration plan for upcoming move to new facility
- ❖ Implemented applications on the specialty engines of the mainframe
- ❖ Provided infrastructure for statewide electronic court system for the Mississippi Supreme Court

ITS 2009 ANNUAL REPORT

Education Services (ES)

- ❖ Trained 2,707* state employees in various areas of information technology
**(includes instructor led training and online training)*
- ❖ Added 26 courses to the Institute curriculum to keep pace with changing technology, including:
 - ◆ Adobe Acrobat 8.0
 - ◆ A+ Certification
 - ◆ Fiber Optics
 - ◆ Oracle
 - ◆ Java – Rational Application Developer
 - ◆ Keyboarding
 - ◆ Cisco
 - ◆ ITS Installer 2 Copper Training
 - ◆ DB2
 - ◆ Visual Studio
 - ◆ SQL
 - ◆ Suse Linux
 - ◆ Microsoft Exchange Server 2007
 - ◆ Power Builder
 - ◆ VMWare
 - ◆ Project Management

ITS 2009 ANNUAL REPORT

Information Systems Services (ISS)

- ❖ Provided the state with technology consultants possessing technical and project management skills to assist agencies and institutions in information technology projects
- ❖ Filled key roles in multiple innovative and mission critical technology projects for state government. Examples include:
 - ◆ Procurement liaison roles for the Department of Health (MDH), Department of Human Services (MDHS), Mississippi Management and Reporting Systems (MMRS), Department of Transportation (MDOT), and Department of Public Safety (DPS)
 - ◆ Procurement of an immunization and disease surveillance solution for the Department of Health
 - ◆ Acquisition of driver's license point-of-sale capability for the Department of Public Safety
 - ◆ Procurement of an automated business services solution for the Office of the Secretary of State
 - ◆ Procurement of a construction and facilities management solution for the Department of Finance and Administration
 - ◆ Procurement of an educator licensure solution for the Department of Education
 - ◆ Management of the continued deployment and expansion of the state's enterprise content management solution (Interwoven/Autonomy)
 - ◆ Procurement and other support for cabling, telecommunications equipment, and computer equipment for multiple construction projects under the coordination of the Department of Finance and Administration's (DFA) Bureau of Building, Grounds, and Real Property Management
 - ◆ Key project roles for the Department of Employment Security (MDES) Unemployment Insurance Modernization Project
 - ◆ Project management for Supreme Court's pilot of federal Case Management/E-Filing System
- ❖ Developed Mississippi Enterprise Payment Interface Component (EPIC) reusable code for electronic payments from any application
- ❖ Incorporated Payment Card Industry (PCI) compliance and revised ITS enterprise security policy requirements into applications
- ❖ Developed web enabled applications to encompass three primary environments: Microsoft, JAVA, and Lotus Notes. Examples include: Board of Engineers and Land Surveyors License Renewal, Board of Medical Licensure Application Status Inquiry, Board of Massage Therapy License Renewals, Board of Nursing Hemodialysis Tech Renewals, Board of Marriage and Family Counselors License Renewals, Public Safety Planning Juvenile Detention Tracking & Reporting, Board of Social Workers License Renewals, and Supreme Court CM-ECF Project
- ❖ Developed the following client applications: Archives & History Historical Renovation Grant Tracking; Banking & Consumer Finance National Mortgage

ITS 2009 ANNUAL REPORT

Licensing, Serial Peripheral Interface (SPI) , Examination Application, and Banking and Credit Union Regulation, and Department of Education School Accreditation

- ❖ Developed the following data repositories in the State Data Center: Department of Education Drug and Violence Prevention, and Mental Health Client Services
- ❖ Developed or redesigned the following websites: ITS; 1st Circuit Court District; Board of Engineers and Land Surveyors; State Personnel Board, Board of Massage Therapy; Board of Psychology; Tax Commission; and Governor's Office Stimulus Site
- ❖ Provided primary Local Area Network (LAN) and desktop support for ITS and for customer agencies on request
- ❖ Piloted and then adopted a new model for publishing EPLs with 100% manufacturer hosted data
- ❖ Expanded publication of procurement documents, procurement status information, and procurement results on the ITS and ms.gov websites in response to transparency and American Recovery and Reinvestment Act of 2009 (ARRA) requirements
- ❖ Incorporated statutory changes to the ITS procurement process for stimulus funds, including new contractual requirements and raising bid limits Conducted ITS first "virtual" vendors' conference using web-conference technology
- ❖ Used GSA Schedule 70 and other cooperative agreements where appropriate, saving time and money for the customer
- ❖ Responded effectively to seasonal fluctuations in the number of procurement requests through increased customer communications, follow-up, and the utilization of a specialized work team to process high volume routine requests
- ❖ Developed and implemented E-Rate eligible procurement instruments for all applicable technology categories
- ❖ Staffed a full time help desk to respond to customer and vendor questions on the procurement process
- ❖ Produced multi-use procurement instruments (designed to eliminate the need to prepare customized specifications and conduct a separate advertisement and proposal process) for the majority of routine technology acquisitions, with associated savings of time and money for both customers and technology vendors
 - ◆ Express Products Lists (EPLs) - The EPLs are published awards to multiple vendors compiled from evaluating responses received to Request for Proposals (RFPs) for such commodity items as microcomputers and peripherals, inside cabling materials and services, and basic LAN components. ISS also works with major software companies to negotiate license agreements that meet procurement requirements and provide access to best pricing by leveraging the total purchase volume for the state. EPLs meet all statutory requirements for legal purchases of technology products by public entities in the State of Mississippi. Each EPL has a designated maximum dollar amount for which ITS customers can make purchases without further involvement from ITS. In addition, through the Planned Purchases Procedure, agencies and other entities that have submitted well-prepared technology

ITS 2009 ANNUAL REPORT

plans can be authorized to make purchases from the EPLs up to the limit of the budget dollars specified in their plans.

EPLs published in FY09:

- Microcomputers (desktop, notebook and tablet personal computers, laser and inkjet printers, electronic whiteboards, projectors, and monitors)
 - Apple computer products
 - 2-way radios
 - LAN (Servers, backup storage, UPS, racks, switches, bundled wireless solutions, wireless LAN components, and thin clients)
 - Microsoft Select Agreements: academic and government
 - Bar code
 - Software: Adobe, Citrix, Corel, IBM- Lotus Passport, Novell, McAfee, Symantec, and other desktop utility software
 - Software curriculum
 - Video conferencing equipment
 - E-911 PSAP equipment
 - Cabling materials and labor
 - ESRI
 - Intergraph
 - GIS Hardware
- ◆ General and Special RFPs - General RFPs are issued for frequently needed hardware, software, and services that cost more, are more complex, or are more specialized than those on the EPLs. (Examples are: specific categories of microcomputer equipment, peripherals and software, and information systems consulting services.) Special RFPs are multi-use RFPs developed for a particular customer base.

General RFPs for FY09:

- Inside/Outside cabling
- Telephone equipment
- Computer hardware and software
- IT consulting services
- Cabling materials
- Wireless consulting services
- Interwoven consulting services (new for FY09)

Special RFPs for FY09:

- NCIC compliant products
- Network security audit services
- Data/Video network services: interLATA, intraLATA, frame relay, Internet, dial-up Internet, router acquisition and services, and video bridging
- State calling card
- Telephone services: conference calling

ITS 2009 ANNUAL REPORT

Strategic Services (SS)

- ❖ Updated, published, and disseminated the *State of Mississippi Strategic Master Plan for Information Technology*
- ❖ Updated, published, and disseminated the ITS Annual Report
- ❖ Coordinated infrastructure planning in order to update, publish, and disseminate the *State of Mississippi Statewide Information Technology Infrastructure and Architecture Plan*
- ❖ Assisted agencies and institutions in technology planning activities
- ❖ Enhanced the Online Planning Entry System and provided training, as needed, to state agencies
- ❖ Developed, published, and disseminated the ITS newsletter on a quarterly basis
- ❖ Researched, reviewed, analyzed, and conducted pilot implementations as well as recommended and disseminated materials regarding emerging technologies to improve the delivery of governmental services to the citizens of Mississippi through the customer agencies and institutions of ITS
- ❖ Coordinated strategic projects generated by such initiatives as the Mississippi Health Information Infrastructure Task Force and the Rural Health Care Pilot Program
- ❖ Managed the Policies, Standards, and Guidelines Program, ensuring that timely, technically-pertinent rules are drafted, edited, and disseminated
- ❖ Facilitated interest in the further development of an enterprise architecture for the State of Mississippi
- ❖ Coordinated requests for technology grants to benefit strategic objectives implementing enterprise technology initiatives
- ❖ Updated, published, and disseminated the *ITS Business Continuity Plan*
- ❖ Coordinated and managed specific federal programs such as the E-Rate Program and the Broadband Technology Opportunities Program to ensure an enterprise approach and to maximize funding
- ❖ Facilitated the ongoing development of GIS Business Plan, which seeks to fund ITS operations as well as fully fund the ongoing development and maintenance of the Mississippi Digital Earth Model (MDEM)
- ❖ Coordinated all technology survey responses
- ❖ Managed agency-wide content management effort
- ❖ Managed the Mississippi.gov Help Desk (e-mail and phone) to ensure the highest possible quality of service for users of the state portal and related applications
- ❖ Developed and published “Optimizing IT in the Department of Mental Health,” after conducting interviews and surveys of administration, technical and end-user personnel

ITS 2009 ANNUAL REPORT

Telecommunications Services (TS)

- ❖ Managed the state's voice and data communications infrastructure to provide agencies in the Capitol Complex and across the state with reliable communications services
- ❖ Provided local calling access and long distance services to state government and institutions in the Jackson-Metropolitan Area and across the state through PBX/KTS trunking, business lines, and Centrex services
- ❖ Continued the migration of business lines to Centrex services across the state, thereby providing enhanced features at a reduced cost to our customers
- ❖ Provided technical support and/or project management services for all Department of Finance and Administration's (DFA) Bureau of Building, Grounds and Real Property Management renovation and new construction projects
- ❖ Developed policies, procedures, and long-range plans to ensure the compatibility of telecommunications systems and services within state government
- ❖ Researched and evaluated convergence (integration of voice and data communication applications) technologies to ensure that the most efficient, technically sound, and economical telecommunications services are offered to the ITS customer base
- ❖ Enhanced the new MySoft telecommunications management system for online service requests, electronic customer billing, and inventory management
- ❖ Updated the online state government telephone directory, which included a statewide listing of state employee extensions and state agency information
- ❖ Analyzed telecommunications vendor bills outside of approved state contracts and migrated these services to ITS billing resulting in major cost savings for the state
- ❖ Installed and supported voice and data cabling systems for state government users in the Capitol Complex and Jackson-Metropolitan area
- ❖ Maintained a statewide calling card program, reducing the long distance rate and the surcharge applied to calling card calls
- ❖ Provided dedicated Wide Area Network (WAN) access to statewide data resources running at the State Data Center to support agency-distributed applications
- ❖ Maintained contracts for telecommunications services and products to support voice and data communications, access to the statewide backbone, and the Internet
- ❖ Implemented and managed the Capitol Complex Campus Area Network (CAN), providing agency-to-agency, Internet, and State Data Center connectivity to agencies in the Capitol Complex

ITS 2009 ANNUAL REPORT

Mississippi.gov

Mississippi.gov, the official website of the State of Mississippi, serves as the entryway to E-Government in Mississippi for citizens, businesses, and state employees. Mississippi.gov features links to all state government web sites, some local government web sites, and some non-government web sites arranged in an intention-based approach. Activities for Fiscal Year 2009 include:

❖ Developed the following applications for Mississippi.gov:

- ◆ Engineers and Surveyors Certificate of Authorization License Renewal Application
- ◆ Board of Massage Therapy License Renewal Application
- ◆ Board of Medical Licensure Application Status Inquiry
- ◆ Board of Nursing Hemodialysis Technician Renewal Application
- ◆ Department of Mental Health Centralized Data Repository
- ◆ Department of Banking and Consumer Finance Banking Licensing Application

Department of Banking and Consumer Finance Banking and Consumer Examination Application

- ◆ Department of Banking and Consumer Finance Mortgage Lender Licensing Online Payment Interface
- ◆ Mississippi Board of Examiners for Social Workers and Marriage & Family Therapists License Renewal Application
- ◆ Mississippi Enterprise Payment System
- ◆ Implementation of Supreme Court Content Management and Electronic Court Filing Application

❖ Applications currently being developed for Mississippi.gov:

- ◆ Department of Education, Vocational Education, and Workforce Application
- ◆ Department of Education Title IV Preventive Data Warehouse
- ◆ Department of Public Safety Planning Juvenile Detention Reporting Application

❖ Planned development activities:

- ◆ Agriculture and Commerce Market Bulletin Subscription Application
- ◆ Agriculture and Commerce Pesticide Permitting Application
- ◆ Ethics Commission Statement of Economic Interest Filing Application
- ◆ Real Estate Commission License Renewal and replacement of all back-end processing systems

ITS 2009 ANNUAL REPORT

Summary Statistics

Data Services (DS)

- ❖ Provided computing services to approximately 131 state agencies and several private entities that access public records
- ❖ Processed approximately 4,200 batch jobs per day and 2.6 million online transactions per day
- ❖ Hosted 58 websites, 47 Windows root-sites, and 29 E-Government applications
- ❖ Relayed approximately 150,000 emails per day and filtered 20,000 email accounts for viruses and SPAM
- ❖ Blocked 11 million spam emails per day

Education Services (ES)

- ❖ Offered 217 instructor-led classes to 1,228 students
- ❖ Trained students representing 67 state agencies, 7 universities, 1 community college, and 7 governing authorities
- ❖ Provided online training to 1,479 students

Information Systems Services (ISS)

- ❖ Provided 35,212 hours of technology services for customer projects
- ❖ Provided professional services to supplement agency information technology staff in the following roles:
 - ◆ State Project Manager, Quality Assurance, Application Test Coordinator, and other roles regarding large vendor projects for customer agencies
 - ◆ Project Managers for technology procurements
 - ◆ Technical Managers/Team Leaders for technology projects
 - ◆ Staff augmentation, filling leadership roles in state agency IT organizations
 - ◆ LAN Management for internal and external customer networks
 - ◆ Web-enabled application analysis, design, development, testing, and deployment, including key roles in E-Government initiatives
- ❖ Produced the following competitive procurements:
 - ◆ Developed and advertised 24 RFPs
 - ◆ Developed and sent 56 Letters of Configuration (LOC) to vendors for the purchase of technology products and services
 - ◆ Produced 474 CP-1 approval documents for the purchase of technology products and services, representing \$165,011,948 of purchase authority
- ❖ Produced and supported the following multi-use bids:

ITS 2009 ANNUAL REPORT

- ◆ EPLs – Published 15 categories and administered 4 interactive EPLs, with purchases of approximately \$78,611,744
- ◆ RFPs – Administered 12 categories of general and special RFPs, with purchases of \$18,868,623
- ◆ Administered the *Statewide Cellular Master Agreement* for purchases by state agencies, IHLs, and local governments, with over \$2.9 million in expenditures by these public entities
- ❖ Processed 229 technology contracts and contract amendments
- ❖ Approved purchases and awards to approximately 216 technology vendors

Strategic Services (SS)

- ❖ Assisted 62 agencies with their long-range technology plans
- ❖ Managed content modifications for the Mississippi.gov portal
- ❖ Managed and staffed the Mississippi.gov help desk, answering an average of 130 citizen inquiries per month
- ❖ E-Rate (For more information on E-Rate, see the *2009-2010 State of Mississippi Technology Infrastructure and Architecture Plan*. The *Infrastructure and Architecture Plan* may be downloaded from the ITS website at www.its.ms.gov by using the “Publications” channel.)
 - ◆ Applied for a 52% E-Rate discount on Internet access and on the MPLS Statewide Network
 - ◆ Posted Form 470s (Required by the Schools and Libraries Division [SLD] to establish an E-Rate eligible contract) and issued RFPs to establish E-Rate eligible master contracts
 - ◆ Worked closely with the Mississippi Department of Education (MDE), the Mississippi Library Commission (MLC), and service providers to give technical assistance to all E-Rate applicants
 - ◆ Participated in the weekly State E-Rate Coordinating Alliance conference calls including participants from Schools and Libraries Division, Federal Communications Commission, National Exchange Carriers Association, Universal Service Administrative Company, and approximately 43 states and 89 state E-Rate coordinators
 - ◆ Assisted all Mississippi E-Rate eligible entities, including schools and libraries, in receiving \$376,748,046 in E-Rate funding since 1998
- ❖ Managed the ongoing implementation for the Mississippi Geospatial Clearinghouse and associated applications

Telecommunications Services (TS)

- ❖ Supported 18,464 telephone lines statewide
- ❖ Processed 19,207,475 minutes of long distance usage
- ❖ Supported 430 toll free numbers totaling 29,950,326 minutes of usage
- ❖ Supported 3,586 voice mail boxes for customers in the Capitol Complex

ITS 2009 ANNUAL REPORT

- ❖ Processed 4,789 work orders containing 24,304 unique work order items
- ❖ Maintained an industry standard P.01 grade of service or one call block for every 100 call attempts for each telephone switch and Centrex facility managed by ITS
- ❖ Supported 1026 state agency WAN sites
- ❖ Provided 99.99% of telecommunications system availability
- ❖ Provided 99.99% of Internet availability

Mississippi.gov

- ❖ Averaged 14,000 visits per day
- ❖ Mississippi.gov applications
 - ◆ More than 59,000 Mississippi sportsmen renewed their hunting and fishing licenses or boat registrations electronically using the Department of Wildlife, Fisheries, and Parks' online applications
 - ◆ The Department of Public Safety's online driver's license renewal application averaged more than 4,400 renewals each month
 - ◆ More than 56,000 students applied for financial aid using the Institutions of Higher Learning's online application
 - ◆ Over 38,000 transactions took place using the Secretary of State's online applications (UCC Filing, Certificate of Existence, Public Land, and Certificate of Fact)
 - ◆ Approximately 8,100 physicians renewed their professional licenses using the Board of Medical Licensure's online renewal application
 - ◆ Nearly 33,000 registered nurses renewed their professional licenses using the Board of Nursing's online renewal application
 - ◆ More than 6,106 health related professionals renewed their licenses using the Department of Health's online licensing system
 - ◆ Supported more than 282,000 electronic transactions overall for FY2009

Organizations, Councils, Services, and Committees

American Academy of Certified Public Managers (AACPM) and the Mississippi Society of Certified Public Managers (MSCPM)

ITS is committed to both our employees and our customers to provide continuing education to our staff. This commitment is pertinent to both the managerial requirements and the technical aspects of the responsibilities of ITS. As one means of providing and encouraging continuing managerial development of those staff members who are in supervisory or managerial roles, ITS is a strong supporter and participant in the State's Certified Public Manager (CPM) Program administered by the State Personnel Board.

Participants and graduates of the CPM Program are encouraged to join the MSCPM, which is the state society arm of the AACPM. ITS has a strong representation in the MSCPM and uses the society's programs to provide additional continuing managerial education.

The AACPM is a national organization that holds an annual conference for additional training and educational programs as well as providing opportunities to share governmental experiences with members from other states.

Association of Information Technology Professionals (AITP)

The Jackson AITP Chapter, active since the 1950s, consists of over fifty members with varied backgrounds, from college professors to attorneys. The purpose of the Jackson chapter is to contribute to the professional benefit of the members and their employers and to benefit the information technology industry, both business and educational, in our local community. In the community, the Jackson chapter currently sponsors three student AITP chapters (Ole Miss, Mississippi State, and Delta State University) and serves as an important bridge between the academic and business sectors for these students. The Jackson AITP Chapter has been awarded the Chapter Outstanding Performance Award (COPA) many times and has claimed the Most Outstanding Chapter Award in Region 3.

Building Industry Consulting Services International (BICSI)

BICSI is a professional association supporting the information transport systems industry with information, education, and knowledge assessment for individuals and companies. BICSI serves more than 24,000 information transport systems professionals, including designers, installers, and technicians. These individuals provide the fundamental infrastructure for telecommunications, audio/video, life safety, and automation systems. Through courses, conferences, publications, and professional registration programs, BICSI staff and volunteers assist information transport systems professionals in delivering critical products and services, as well as offer opportunities for continual improvement and enhanced professional stature.

Council for Education Technology

The Council for Education Technology (CET) was created by Senate Bill 3350, in 1994, to establish an advisory group to participate in the development of a statewide shared network for educational and other state entities. During the 2004 session, the Legislature passed House Bill

ITS 2009 ANNUAL REPORT

1178, which revised the membership duties, and responsibilities of the CET. The CET serves as an advisory group attached to the ITS Board and the State Board of Education.

Gartner Group Services

ITS subscribes to these services from a leading supplier of tactical and strategic analysis and data on the information technology industry. Services provided include research, advisory and planning services, consulting services, research products, audio teleconferences on technological topics, and availability of a research staff for specific topical advice. Research materials provide a brief analysis of companies, technologies, planning issues, and other information available on the Internet.

Coordinating Council for Remote Sensing and Geographic Information Systems (GIS)

The 2003 Mississippi Legislature passed House Bill 861, which created the Mississippi Coordinating Council for Remote Sensing and Geographic Information Systems (Coordinating Council). The Coordinating Council is responsible for the coordination of remote sensing and GIS activities and the establishment and enforcement of standards that will make it easier for users to share data and to facilitate cost sharing arrangements to reduce data acquisition costs. The Coordinating Council provides direction to ITS for the development and maintenance of the GIS data warehouse. The Coordinating Council also provides oversight to the Mississippi Department of Environmental Quality (DEQ) for the management, procurement, development, and maintenance of the Mississippi Digital Earth Model (MDEM) which includes seven core data layers of a digital, land-base computer model of the State of Mississippi.

Gulf Coast Health Information Technology Task Force (GCTF)

The GCTF is a collaborative interstate initiative that advises participating Governors on the long-term development of interstate healthcare information exchange requirements, identifies obstacles to the implementation of interstate healthcare information exchange, and provides recommendations to remove or minimize those obstacles for an interoperable network that could be used during disasters and for day-to-day operational use. The GCTF is composed of Governors' appointees representing Alabama, Louisiana, Texas, and Mississippi, including the ITS Executive Director.

Health Information Infrastructure Task Force

In March 2007, through Executive Order 979, Governor Haley Barbour established the Mississippi Health Information Infrastructure Task Force for the purpose of improving the quality and safety of healthcare delivery by means of the expedited adoption and implementation of Health Information Technology (HIT) and Health Information Exchange (HIE) across the state. Executive Order 979 directs a 20 member task force to review issues surrounding the creation of a statewide and interstate HIT infrastructure and to present its recommendations to the Governor within two years. The ITS Executive Director is a Task Force member.

ITS 2009 ANNUAL REPORT

Mississippi Association of Governmental Purchasing and Property Agents (MAGPPA)

The Mississippi Association of Governmental Purchasing and Property Agents bring together governmental purchasing, property, and materials management experts to improve the efficiency and effectiveness of government through education and knowledge transfer. MAGPPA is part of a national purchasing association, the National Institute of Governmental Purchasing, Inc. (NIGP). ITS employees are very involved in the local and national organization by previously or currently serving as officers and committee chairs.

Mississippi Association of Personnel Administrators (MAPA)

The Mississippi Association of Personnel Administrators provides a means for the improvement of public personnel administration through networking, sharing information, and providing professional, educational and development opportunities. The membership is composed of individuals in state, county, or municipal government with responsibilities for personnel, payroll, and/or training functions. ITS employees have served as officers and board members over the past few years and are active in both the quarterly meetings and the annual conference.

Mississippi Broadband Task Force

As a means for effectively planning the most effective use of federal funding made available via the American Recovery and Reinvestment Act (ARRA) of 2009, the Mississippi Broadband Taskforce (MBTF) was established by Governor Haley Barbour and charged with developing a comprehensive strategy to expand the use of broadband across the state. Specifically, the MBTF, with ITS serving as a member, has focused on the five goals identified by the Commerce Department's National Telecommunications and Information Administration (NTIA) and the Department of Agriculture's Rural Utilities Service (RUS) for broadband recovery funds: (1) create jobs, (2) close the broadband gap, (3) stimulate investment in broadband, (4) spread high-speed access to schools, universities, libraries, community centers, job training centers, hospitals, and public safety personnel, and (5) encourage demand for broadband. Specifically, the Broadband Technology Opportunities Program (BTOP) is designed to accelerate broadband deployment in unserved and underserved areas and improve access to broadband by public safety agencies.

Mississippi Telecommunications Management Association (MTMA)

Agency staff participates in MTMA on a monthly basis. MTMA is a nonprofit organization that enhances and develops the telecommunications management function by providing a forum where major users of telecommunications facilities and services can readily exchange information, experience, and concepts to the mutual benefit of the individual members and their organizations. Membership is comprised of Mississippi-based organizations that are users of telecommunications technology or entities that are predominantly engaged in the production, sale, or rental of telecommunications equipment and consulting services.

ITS 2009 ANNUAL REPORT

National Association of State Chief Information Officers (NASCIO)

Agency staff actively participates in NASCIO, which represents information resource executives and managers from the 50 states, the United States territories, and the District of Columbia. Representatives from federal, municipal, and foreign governments participate in the organization as associate members. Corporate members representing the top hardware, software, and consulting firms are also a vital part of NASCIO. Opportunities provided for sharing information through NASCIO membership are significant. The state has benefited from researching information systems developed by other states that are available for transfer to Mississippi at little or no cost.

National Association of State Technology Directors (NASTD)

Agency staff actively participates in the NASTD, which consists of telecommunications and technology professionals from all 50 states, the District of Columbia, and the United States territories. Various members of the ITS staff have served in leadership positions in the organization including Southern Regional President, National Executive Board Member, Chair of the Corporate Relations Committee, Coordinator of the E-Government Special Interest Group, Chair of the E-Rate/Rural Health Committee, and Regional Meeting Host State Coordinator. ITS staff has also participated in several other committees and special interest groups including: the Regulatory Action Committee, Security Special Interest Group, Network Management Special Interest Group, and the IP Telephony Special Interest Group. Agency staff also actively participates in the NASTD listserv by posting requests for information as well as responding to requests for information posted by other members.

National Property Management Association, Inc. (NPMA)

The NPMA is the largest association of asset management professionals in the United States. The NPMA is dedicated to building leadership through education, training, and by promoting standards of competency and ethical behavior. The association provides a broad range of educational products, regional and national seminars, publications, and forums for the exchange of ideas. Certification in asset management is tailored for asset management professionals and offered at three levels covering all aspects of the profession.

SHARE Inc.

SHARE Inc. (SHARE) is a non-profit, voluntary organization. SHARE's mission is to improve the effectiveness of members' information systems by providing education, promoting mutual support, and by influencing information technology strategies, products, and services. Since their charter in 1955, SHARE has become synonymous with high-quality, user-driven education and resources making enterprise computing specialists more effective professionals. SHARE is comprised of more than 2,000 top enterprise computing organizations including the majority of the FORTUNE 500, many top international corporations, universities and colleges, local through federal government organizations, and industry-leading consultants.

As technology evolves, SHARE's objectives and purpose remain: to be an independent, volunteer-run association, providing information technology professionals with user-focused education, professional networking, and a forum for influencing the information technology industry, to enable people in information technology environments to achieve effective business

ITS 2009 ANNUAL REPORT

results, and to be an indispensable partner with their members and the community where users and technology meet to shape the future of information technology.

Wireless Communication Commission (WCC)

Interoperability in wireless communications is generally defined as the ability to communicate on demand and in real time, across multiple agencies and local jurisdictions, exchanging voice and/or data when needed and as authorized. Mississippi is dedicated to establishing this type of communication on a statewide basis. Lack of interoperable communication hampers response time and is a nationwide problem highlighted by the tragedies of recent years, from the events of September 11th to the disasters of Hurricanes Katrina and Rita. Senate Bill 2514, passed during the 2005 Legislative Session, created the Mississippi Wireless Communication Commission (WCC) and Legislative Advisory Board. The WCC, comprised of representatives of state and local governmental entities, is charged with making recommendations and developing strategies for achieving interoperability to ensure effective communications services are available in emergencies. The legislation states that the WCC, in conjunction with ITS, shall have sole responsibility to promulgate rules and regulations governing the operations of wireless communications systems.

ITS 2009 ANNUAL REPORT

Travel

2009 Board Meeting Expenses

| <i>Board Member</i> | <i>Per Diem</i> | <i>Travel Expenses</i> |
|-------------------------------------|-----------------|------------------------|
| STEPHEN ADAMEC | \$520.00 | \$3,116.10 |
| DEREK GIBBS | \$320.00 | \$135.15 |
| JOHN HAIRSTON | \$160.00 | \$557.28 |
| CECIL WATKINS | \$320.00 | \$1,452.80 |
| THOMAS WICKER | \$400.00 | \$2,425.20 |
| | | |
| <i>In-State Sub-Total – (Board)</i> | \$1,720.00 | \$7,686.53 |

2009 In-State Travel

| <i>Employee</i> | <i>Destination</i> | <i>Cost</i> |
|-------------------|-----------------------------|-------------|
| MARLON TAYLOR | RAYMOND, MS | \$21.06 |
| PAULA CONN | JACKSON & SURROUNDING AREA | \$2,982.27 |
| DEBORAH BREAZEALE | TUPELO, MS | \$123.24 |
| GARY RAWSON | TUNICA, MS | \$104.50 |
| DEBRA SPELL | RAYMOND, MS | \$66.00 |
| LISA KUYRKENDALL | MERIDIAN, MS | \$133.38 |
| LESLIE SWILLEY | BILOXI, MS | \$288.96 |
| MICHELE BLOCKER | BILOXI, MS | \$511.26 |
| LORI RUTLAND | BILOXI, MS | \$484.00 |
| DEBORAH BREAZEALE | BILOXI, MS | \$157.24 |
| JIMMY WEBSTER | BILOXI, MS | \$2,011.99 |
| CRAIG ORGERON | BAY ST LOUIS, MS | \$292.75 |
| DEBORAH BRITT | BILOXI, MS | \$518.56 |
| CRAIG ORGERON | BILOXI, MS | \$761.15 |
| LISA KUYRKENDALL | BATESVILLE, MS | \$290.58 |
| JESSIE CHEEKS | BILOXI, MS | \$33.49 |
| GARY RAWSON | BAY ST LOUIS, MS | \$693.55 |
| CHARLES CASE | JACKSON & SURROUNDING AREA | \$76.05 |
| PAUL PARRISH | JACKSON & SURROUNDING AREA | \$242.78 |
| CRAIG ORGERON | TUPELO, MS / STARKVILLE, MS | \$464.35 |
| DAVID JOHNSON | BILOXI, MS | \$219.83 |
| DAVID LITCLITER | BILOXI, MS | \$202.40 |
| KEVIN GRAY | TUPELO, MS | \$123.24 |
| BRIAN MASON | GULFPORT, MS | \$6.83 |
| CHRISTOPHER NIX | LEARNED, MS | \$29.25 |
| DENNIS BLEDSOE | BILOXI, MS | \$523.04 |

ITS 2009 ANNUAL REPORT

2009 In-State Travel (continued)

| <i>Employee</i> | <i>Destination</i> | <i>Cost</i> |
|------------------------------|----------------------------|-------------|
| LYNNE MORGAN | BILOXI, MS | \$553.21 |
| MARK SCUTCH | JACKSON & SURROUNDING AREA | \$43.29 |
| JANE WOOSLEY | BILOXI, MS | \$527.55 |
| ROGER GRAVES | BILOXI, MS | \$456.96 |
| CHRISTOPHER NIX | RAYMOND, MS | \$29.25 |
| BRIAN MASON | WAVELAND, MS | \$383.86 |
| KENT TOLBERT | BATESVILLE, MS | \$290.56 |
| CHERRY TUCKER | BILOXI, MS | \$517.93 |
| JOSEPH ROACH | JACKSON & SURROUNDING AREA | \$37.91 |
| CHRISTOPHER NIX | JACKSON & SURROUNDING AREA | \$2,679.95 |
| GARY RAWSON | BILOXI, MS | \$1,532.16 |
| GREG WILKINS | JACKSON & SURROUNDING AREA | \$153.48 |
| RHONDA ALLEN | BILOXI, MS | \$152.99 |
| PAULA CONN | BILOXI, MS | \$176.75 |
| ANTHONY HARDAWAY | TUNICA, MS | \$304.71 |
| JIMMY WEBSTER | BAY ST. LOUIS, MS | \$903.69 |
| GARY LEBLANC | PASCAGOULA, MS | \$163.80 |
| LESLIE SWILLEY | HATTIESBURG, MS | \$107.80 |
| | | |
| <i>Total In-State Travel</i> | | \$20,377.60 |

ITS 2009 ANNUAL REPORT

2009 Out-of-State Travel

| <i>Employee</i> | <i>Destination</i> | <i>Cost</i> |
|------------------|--|-------------|
| GARY RAWSON | NASTD CONFERENCE | \$1,228.12 |
| JOSEPH ROACH | NGA STATEWIDE INTEROPERABILITY MEETING | \$102.55 |
| MICHAEL HATCH | DISASTER RECOVERY JOURNAL CONFERENCE | \$986.42 |
| LISA KUYRKENDALL | INAAU CONFERENCE | \$1,646.05 |
| KAREN NEWMAN | NASCIO CONFERENCE | \$119.90 |
| DAVID LITCHLITER | NASCIO CONFERENCE | \$100.13 |
| MARTHA PEMBERTON | PMI GNO SEMINAR | \$336.15 |
| MARVIN GIBSON | INFORMIX ONLINE SYSTEMS ADMIN TRAINING | \$1,630.51 |
| CARLA MURRAY | PMI GNO SEMINAR | \$335.93 |
| CAROLYN WHITE | SOFTWARE TRNING-SUPREME COURT PROJECT | \$1,528.67 |
| JESSIE CHEEKS | COMPCO TRAINING | \$587.64 |
| DEBRA BROWN | NASTD CONFERENCE | \$1,199.61 |
| GARY LEBLANC | DIVS AND REAL-ID PROJECT MEETINGS | \$161.89 |
| DEBRA BROWN | USAC TRAINING - ERATE | \$1,831.90 |
| BRIAN MASON | ESRI USERS CONFERENCE | \$350.40 |
| CHARLES CASE | ELECTRONICS SHOW | \$1,433.11 |
| LOUIS GAINES | LINUS SYST ADMIN CLASS | \$1,275.56 |
| HEATH PREJEAN | ESRI INTERNATIONAL USER CONFERENCE | \$1,818.65 |
| KEMPER PORTER | MICROSOFT TRAINING | \$490.35 |
| KELLY CATCHOT | SHARE CONFERENCE | \$893.44 |
| BRAD ESTES | ELECTRONIC CASE FILES CLASS | \$1,276.57 |
| MICHELE BLOCKER | NASCIO CONFERENCE | \$51.86 |
| JEFFREY JENNINGS | BICSI CONFERENCE | \$1,547.41 |
| DEBORAH BRITT | COMPCO TRAINING | \$1,595.64 |
| JOSEPH ROACH | GULF STATE REGIONAL SUMMIT | \$206.58 |
| TAMMIE JOHNSON | UNICENTER SERVICE DESK IMLEM. CLASS | \$1,155.24 |
| LAURA PENTECOST | IT FINANCIAL MGMT ASSOC CONFERENCE | \$425.39 |
| GALE TERRY | INAAU CONFERENCE | \$195.20 |
| DANIEL MCKNATT | MICROSOFT TRAINING | \$474.40 |
| ROGER GRAVES | NASTD CONFERENCE | \$1,521.84 |
| CRAIG ORGERON | ESRI INTERNATL USERS CONFERENCE | \$1,544.00 |
| GARY LEBLANC | DZVS PROJECT MEETING | \$118.84 |
| ALVIN BOUNDS | SHARE CONFERENCE | \$943.97 |

ITS 2009 ANNUAL REPORT

2009 Out-of-State Travel (continued)

| <i>Employee</i> | <i>Destination</i> | <i>Cost</i> |
|----------------------------------|--|-------------|
| STACY WALKER | COMPCO USERS GROUP FORUM | \$681.41 |
| DEBORAH BREAZEALE | ESRI USERS CONFERENCE | \$380.40 |
| KELLY CATCHOT | DISASTER RECOVERY TESTING | \$1,707.46 |
| CRAIG ORGERON | NASCIO CONFERENCE | \$28.59 |
| GARY RAWSON | ERATE MEETING WITH FCC, G40 & OIG | \$1,529.33 |
| CRAIG ORGERON | NASTD CONFERENCE | \$754.00 |
| SUSAN MCCLAIN | MINDLEADERS GULF COAST BEST PRACTICES | \$243.20 |
| GARY LEBLANC | DZVS EXECUTIVE COMMITTEE MEETING | \$52.66 |
| JEANETTE SANDERSON | MINDLEADERS GULF COAST BEST PRACTICES | \$195.57 |
| JEREMY PARSONS | DISASTER RECOVERY TESTING | \$1,292.50 |
| GARY RAWSON | USAC TRAINING - ERATE | \$1,844.60 |
| SUSAN MCCLAIN | MINDLEADERS USER'S CONFERENCE | \$1,049.67 |
| DEBORAH BREAZEALE | URISA CONFERENCE | \$1,072.38 |
| JIMMY WEBSTER | ERATE MEETING WITH FCC, G40 & OIG | \$1,443.02 |
| BILL PINSON | NASTD CONFERENCE | \$871.59 |
| GARY LEBLANC | DPS REAL ID MEETING | \$246.35 |
| GARY RAWSON | SECA CONFERENCE | \$1,659.70 |
| JIMMY WEBSTER | NASTD CONFERENCE | \$1,262.43 |
| LAWRENCE MCCALED | DISASTER RECOVERY TESTING | \$1,200.87 |
| JOSEPH ROACH | PMI GNO SEMINAR | \$357.20 |
| RICHARD MCLENDON | DISASTER RECOVERY TESTING | \$1,268.49 |
| CALVIN RANSFER | ELECTRONIC CASE FILES CLASS | \$1,283.67 |
| TAMMIE JOHNSON | UNICENTER SRVCE DESK ANALYST OPER. CLASS | \$1,143.44 |
| MARVIN GIBSON | INFORMIX ONLINE SYSTEMS ADMIN TRAINING | \$1,212.63 |
| DENNIS BLEDSOE | INAAU CONFERENCE | \$1,691.10 |
| STEPHEN PATTERSON | MICROSOFT TRAINING | \$903.51 |
| | | |
| <i>Total Out-Of-State Travel</i> | | \$54,489.69 |

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